

# Metropolitan North Georgia Water Planning District

## Residential Toilet Rebate Program

### Frequently Asked Questions

**Q. Why are metropolitan Atlanta water providers offering toilet rebates?**

A. The participating water providers are offering this program to their customers as an incentive to replace older, inefficient toilets. Residents can do their part to reduce water usage by installing more efficient toilets.

**Q. What type of rebate is being offered?**

A. Eligible customers may apply for a \$100.00 rebate on WaterSense certified toilets. WaterSense labeled toilets only use an average of 1.28 gallons of water per flush and have passed rigorous testing standards. [Click here](#) for a list of these eligible toilets.

**Q. When did the \$50.00 rebate option end?**

A. The \$50.00 rebate option ended on December 31, 2011.

**Q. Who qualifies for the program?**

A. Customers of [participating water providers](#) in the Metropolitan North Georgia Water Planning District who own or rent a single-family residential home that was built in 1993 or earlier and have existing high flow toilets can qualify. Customers must submit an application, their original toilet purchase receipt, a copy of their most recent water bill, and agree to an installation verification check by water provider staff.

**Q. Who are the participating water providers?**

A. Water providers in the Metro Water District may join the program or run out of funding at anytime so an updated list of the participating water providers is available at [www.northgeorgiawater.org/toiletrebate](http://www.northgeorgiawater.org/toiletrebate).

**Q. How do I get an application?**

A. Customers can download and print an application from the webpage at [www.northgeorgiawater.org/toiletrebate](http://www.northgeorgiawater.org/toiletrebate) or by calling 404-463-8645 to receive an application by mail.

**Q. Why are only homes built before 1993 eligible?**

A. The National Environmental Policy Act of 1992 required that all plumbing fixtures sold meet the low-flow standards. For toilets, the gallons per flush could not exceed 1.6 gallons. These fixtures were installed in homes built after 1993.

**Q. Are homebuilders eligible?**

A. No, only homes built in 1993 or earlier are eligible.

**Q. Are single-family residential rental properties eligible for a rebate?**

A. Yes. Single-family residential rental properties that were built in 1993 or earlier and receive a water bill from a participating water provider are eligible for the program. The water bill account holder for the rental property must apply for the rebate and the rebate will be issued to the water bill account where the toilet was installed. Landlords that are replacing a toilet for a tenant that is the water bill account holder should work with the tenant to apply for the rebate program.

**Q. Can multifamily residents apply?**

A. This program is only available for customers living in a single-family residential home with an individual residential account. If you are an owner of a multi-family property, please contact your water provider for information on a program available in your area.

**Q. I live in a condo/townhome. I do not pay a water bill to a water provider. I pay my condo association. Can I participate in the rebate program?**

A. Master metered condo and townhome associations are considered commercial accounts by the water providers. This residential toilet rebate program is only available to individual residential accounts because the rebate is a credit to an individual water bill. However, your water provider may offer a multi-family rebate program. Please contact your water provider for more information.

**Q. I pump my water from a well, am I eligible?**

A. No. The water systems are offering this program to their water customers to reduce water demands on the system. Because households on wells do not receive a water bill from the water provider, the household is not eligible for a rebate on a water bill.

**Q. Can I email my application to you?**

A. No. We must have an original signed application and the original toilet purchase receipt.

**Q. Do we need to provide any documentation of the old toilets?**

A. When you sign the bottom of the application, you agree to an installation verification visit by a water provider staff person and that you are obeying all the guidelines of the program. If randomly selected, you will be contacted by your water provider to schedule your installation verification.

**Q. Why is an original receipt required?**

A. We need the original purchase receipt to determine which toilet(s) you bought. We will be able to determine this from the numbers printed next to the toilet's name on the receipt.

**Q. Will I receive my original receipt back after my rebate is approved?**

A. No. We must keep your original receipt with your application and it will not be returned to you. It is recommended to keep a copy of your receipt for your records.

**Q. Can I receive a rebate for more than one toilet that I purchase?**

A. As long as the toilets purchased are approved toilets for the program, you can receive up to two (2) toilet rebates per household. If you have already participated in an existing program, you will not be eligible for any rebates.

**Q. May I apply for each of my toilet rebates separately?**

A. Yes. If you decide to purchase one toilet now and the next toilet at a later date, and funding is still available, you may apply for the second toilet.

**Q. How long do I have to apply for my rebate?**

A. If you meet all the requirements and your water provider has available funding, you may apply for a rebate for up to two (2) eligible toilets as long as they were purchased after September 28, 2007.

**Q. Is there anything else I need to buy with the toilet?**

A. It may be possible that a new wax ring or additional bolts may be needed when purchasing the toilet. Please work with your retailer or licensed plumber to ensure you have all the equipment you need to have a working toilet.

**Q. How long will it take after I submit my application to receive my rebate on my water bill?**

A. Depending on the number of applications being processed and the completeness of your application, you should receive a confirmation letter or email within 30 days and your rebate within 2 billing cycles from receipt of this letter, if you meet all qualifications. If you still have not received your rebate within 2 billing cycles of receiving your confirmation letter or email, please contact your water provider to inquire about your rebate.

**Q. After the allotted number of toilets for this year are gone, will you maintain a waiting list for the following year?**

A. We will not maintain a waiting list. However, interested applicants should check the webpage frequently because water providers may add funding to the program at anytime.

**Q. What stores participate in the program?**

A. Any retailer that sells 1.28 gpf approved WaterSense labeled toilets can participate in the program.

**Q. Can I purchase my toilet online?**

A. You may purchase your toilet online and still receive a rebate. However, we will need the original packing slip shipped in the package you receive your toilet and a copy of the emailed receipt. We will contact the company to verify your order.

**Q. Can I purchase my toilet through a plumber?**

A. Yes. Make sure the receipt from the plumber shows the toilet manufacturer, make, and model number. Send the original work order along with a copy of your water bill and your completed application. We will contact the plumber to verify your toilet was installed.

**Q. Who pays for installation?**

A. Customers are responsible for the installation.

**Q. Will the rebate cover the entire cost of the toilet?**

A. No, the rebate will have a value of up to \$100.00 for an approved WaterSense certified high efficiency toilet (HET).

**Q. What is the warranty on the toilet?**

A. Any warranty or defects will be the responsibility of the manufacturer and/or the retailer. The Metropolitan North Georgia Water Planning District and the participating water providers assume no responsibility for defects or performance problems.

**Q. What should customers do with their old toilets?**

A. Customers should call their local public works department or garbage service provider for locations of drop-off sites or to inquire about curbside pick-up services. Customers interested in recycling their old toilets may contact Patterson Services in Mableton, GA at 404-505-1449 or other porcelain recyclers may be listed in the telephone directory. Customers receiving Gwinnett County water may recycle old toilets at Gwinnett County Water Resources Central Facility located at 684 Winder Highway in Lawrenceville. Customers must remove the toilet seat and plastic parts located inside the toilet tank before placing the toilet in the recycling container. Customers may contact Gwinnett County Water Resources for more information on recycling at 678-376-6700.

**Q. The application states that a site visit may be conducted to verify toilet replacement, what does this mean?**

A. In order to ensure that toilets receiving rebates have been installed, the water provider will randomly select houses for inspection. If your household is selected for inspection, you will be contacted by your water provider.

**Q. The application asks for the gallons per flush of my old toilet, how do I know what the old size is?**

- A. There are a few ways to determine the capacity of your toilet tank, which is measured in gallons per flush (gpf).
- I. Look for a stamp near the hinge of the toilet seat stating the size of the toilet tank. Older toilets may not have this stamp.
  - II. If there is not a stamp on your toilet, you can estimate the capacity of your toilet based on the age of your home.
    - a. If your home was built from 1930 – 1980 the gpf is estimated to be 5.0 gpf.
    - b. If your home was built from 1980 – 1993 the gpf is estimated to be 3.5 gpf.
  - III. You can also calculate its capacity by following the simple steps below.
    1. Carefully shut off the valve to the toilet tank supply line.
    2. Mark the water level in the tank reservoir.
    3. Flush the toilet.
    4. Refill the tank reservoir to the marked line using a measuring container.
    5. Calculate the reservoir level: \_\_\_\_\_ cups to fill tank x 0.0625 = \_\_\_\_\_ gpf
    6. Don't forget to re-open the valve under the toilet!

**Q. How much water is saved by changing my toilet?**

- A. The amount of water savings depends on what type of toilet you are replacing, the number of persons in the household, and how often you use the fixture. Typical pre-1980 toilets use 8.0 to 5.0 gallons per flush (gpf); installing a more efficient toilet will save between 6.72 to 3.72 gpf. Typical homes built between 1981 and 1993 use 4.5 to 3.5 gpf. If a family of 3 replaces a 3.5 gpf toilet with a 1.28 gpf toilet and each person uses the toilet 5 times a day, this family could save about 33 gallons a day or 990 gallons a month.

**Other Questions**

**Q. How do I get my water provider to participate in the program?**

- A. As long as your water provider is a member of the Metro Water District, you should contact your local water provider and let them know you would like for them to offer a rebate program for toilets.

**Q. I live in the City of Atlanta and I am a City of Atlanta Watershed Department customer, are there any additional programs available for me?**

- A. The City of Atlanta and the Watershed Department offer three additional programs.
- 1) Senior citizens that are City of Atlanta Watershed customers can receive a 30% discount on their water bill by calling 404-658-6500.
  - 2) Low-income citizens that are City of Atlanta Watershed customers can receive a free toilet including installation, water bill payment assistance, and plumbing assistance (toilet installation, fixing leaks, etc.) by calling 404-885-1877. This program is called Care and Conserve. <http://www.southeastenergy.org/programs.htm>.
  - 3) Citizens living in multi-family housing that are City of Atlanta Watershed customers may be eligible for the multi-family toilet rebate program. Customers should call 404-546-1265 for more information.

**Q. How do I find information on the outdoor watering restrictions in my area?**

- A. To find the most accurate information for your area, you should contact your local water provider through the phone number given on your bill. The second resource is the Georgia Environmental Protection Branch on the internet at <http://www.gaepd.org/Documents/outdoorwater.html> or by calling 404-675-5947.

**Q. How do get my water/sewer service connected or disconnected?**

- A. We are not a water provider. You need to contact the water service provider in your area. This number can be found at the back of the phonebook in the blue pages. The local water provider's number will be listed there.